



<https://govhelp.in/job/zomato-careers-fast-job-search-job-card-for-customer-service-representative/>

Zomato Careers – Fast Job Search – Job Card For Customer Service Representative

Job Location

India

Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; GB; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

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Base Salary

USD. 11 - USD. 22

Qualifications

12th Pass, Graduate, Post Graduate

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Employment Type

Full-time

Description

Zomato Recruitment 2024

Do you have a passion for exceptional customer service? Want to join a company that's revolutionizing the food industry?

Zomato, India's leading online food ordering and delivery platform, is seeking enthusiastic and driven individuals to join our growing Customer Service team! We offer a remote work environment, allowing you to make a positive impact from the comfort of your own home.

In this role, you'll be the first point of contact for our valued customers, ensuring their dining experiences are seamless and enjoyable. You'll play a critical role in building customer loyalty and trust, making you an integral part of Zomato's success story.

Why Join Zomato's Customer Service Team?

- **Make a Difference:** Your dedication to exceptional service will directly impact the experiences of millions of Zomato users.
- **Growth and Development:** We invest in our employees' professional growth by providing comprehensive training programs and opportunities for advancement.
- **Remote Work Flexibility:** Enjoy the freedom and convenience of working from anywhere in India.

Hiring organization

Zomato

Date posted

March 22, 2024

Valid through

31.12.2024

APPLY NOW

- **Vibrant Work Culture:** Be part of a dynamic and collaborative team environment that fosters creativity and innovation.
- **Competitive Compensation and Benefits:** We offer an attractive compensation package that includes health insurance, paid time off, and other valuable benefits.

Zomato Jobs Near Me

Customer Service Representative

Summary

We're looking for passionate and articulate individuals to join our remote Customer Service team. You'll be responsible for providing exceptional support to our vast user base, addressing their inquiries and concerns with empathy and efficiency. As a customer service champion, you'll be the face of Zomato, ensuring a positive and memorable experience for every user.

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Key Responsibilities

- Respond to customer inquiries via phone, email, and chat in a timely and professional manner.
- Effectively troubleshoot and resolve customer issues related to orders, deliveries, payments, and account management.
- Provide accurate and up-to-date information about Zomato's offerings, including restaurants, menus, and promotions.
- Escalate complex issues to the appropriate team when necessary.
- Proactively identify opportunities to improve the customer experience.
- Maintain a positive and professional demeanor at all times.
- Work collaboratively with other internal teams to ensure seamless customer service.

Required Skills and Qualifications

- Excellent communication and interpersonal skills, both written and verbal.
- Ability to actively listen and understand customer concerns.
- Strong problem-solving and analytical skills.
- Proficiency in using computers and navigating various software applications.
- A passion for customer service and a commitment to exceeding expectations.
- The ability to work independently while also being a team player.

Experience

- We welcome both freshers and experienced candidates with a strong foundation in customer service.
- Prior experience in the food and beverage industry is a plus, but not mandatory.

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Why Join Zomato

At Zomato, we're passionate about creating an exceptional dining experience for our users. We believe in fostering a work environment that's collaborative, innovative, and rewarding. Here are just a few reasons why you'll love working at Zomato:

- **Growth Opportunities:** We provide comprehensive training programs and opportunities for career advancement within the company.
- **Remote Work Flexibility:** Enjoy the freedom and convenience of working from anywhere in India.
- **Competitive Compensation and Benefits:** We offer an attractive salary package that includes health insurance, paid time off, and other valuable benefits.
- **Vibrant Work Culture:** Be part of a young, dynamic, and inclusive team environment that values creativity and innovation.
- **Make a Real Impact:** Your work will directly contribute to the success of a leading company in the food-tech industry.

Application Process

If you're a passionate and results-oriented individual with a dedication to exceptional customer service, we encourage you to apply! Please submit your resume and cover letter online.

Motivate to Join

We're looking for individuals who are excited to join a fast-paced and dynamic company that's shaping the future of food delivery. If you're passionate about customer service and have a drive to make a difference, we encourage you to apply!

In Conclusion

Zomato offers a unique opportunity to join a thriving company at the forefront of the food-tech industry. As a Customer Service Representative, you'll play a vital role in ensuring customer satisfaction and driving our continued growth. We look forward to hearing from you!

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